



CIVIL WRITES

DISABILITY ACCOMMODATIONS

An individual is considered disabled if he or she has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment. Major Life Activities may include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working or anything significantly affecting a bodily function. Also, a person who is in remission or who was temporarily disabled is covered under the definition. A qualified person with a disability is someone who, with or without accommodation, can perform the essential functions of the job in question. An employer must provide reasonable accommodations for job applicants or employees with disabilities, unless that would impose an undue hardship. However, all cases involving undue hardship must be approved by the Secretary of Transportation.

The Department of Transportation Order DOT 1011.1 gives specific requirements with regard to the accommodation process. The following is a brief outline of the order.

THE INITIAL REQUEST: The disabled employee or their representative should request orally or in writing their request for an accommodation to the designated decision maker or their immediate supervisor. If the request is made to someone else, it should be forwarded. The request should be confirmed in writing if the initial request was oral.

THE DECISION MAKERS: Decisions should be made at the lowest possible organizational level. If the decision maker is unavailable, the request should be forwarded to a surrogate. The person receiving the request has 3 business days to forward the request to the decision maker and notify the employee who is the decision maker, explain how the request is being handled and begin the interactive process. If the employee is in a bargaining unit, the decision maker must contact his or her labor relations office to determine what labor relations obligations must be met.

PROCESSING THE REQUEST: The Order directs decision makers to process the request within 25 days absent extenuating circumstances. The process begins with a cooperative interactive process with the disabled individual. The decision maker determines and documents: (a) that the requesting employee or applicant is a qualified person with a disability, (b) documents the essential functions of the job, (c) determines whether a reasonable accommodation is necessary to perform the essential functions of the job or enjoy equal benefits and privileges of employment, (d) identifies the accommodation or locates and purchases the appropriate equipment.

The Disabilities Resource Center (DRC) is a resource to use for advice and to identify possible accommodations. They need to be contacted early (within 2 business days) for advice, services, equipment etc if needed. In many instances DRC will pay for the accommodation.

REASSIGNMENT: As a last resort, when an employee cannot perform the essential functions of his or her current position, and no accommodation is feasible, reassignment is possible.

→ Continued on page 2

CIVIL RIGHTS OFFICER

Richard Newman

EDITORS/ CONTRIBUTORS

Kimberly
Tweedle
ACT-9

Vienna Drago
ACT-9

Tammy Lusk
ACT-9

Lee Whidlen
ACX-20

Happy
Thanksgiving
Day



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Disability Accommodation
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Section 508 Compliance Strategic

The employee must be qualified for the new position. The Department is only obligated to offer 1 position without competition. The decision maker may look for positions within the same grade, pay, geographic location and agency and if nothing is vacant, they can also look to other grades and agencies within the Department of Transportation throughout the country.

MEDICAL DOCUMENTATION: The decision maker is entitled to information to determine: the nature, severity and duration of the impairment one or activities that the impairment limits, the extent or degree to which the impairment limits the activity, the reason why an accommodation is required, how the accommodation will assist in applying for the job or performing the essential functions of a job. When appropriate, the decision maker should provide the professional with information describing the nature of the job, the essential functions the individual must perform and other relevant information.

DENYING THE REQUEST: A denial should be in writing, specifying the reason for the denial and should also be made within 25 days absent extenuating circumstances. Reasons for denial would include that the person is not qualified or disabled, the medical documentation is inadequate, accommodation would not be effective, accommodation would remove an essential job function, accommodation would lower performance or production standards, violation of terms of collective bargaining agreement or undue hardship – NOTE: The Secretary of Transportation must approve all decisions of undue hardship.

NOTICE OF APPEAL RIGHTS: The written notice of denial must also inform the requesting party that he or she has a right to file an EEO complaint and may have rights under other administrative or union procedures. The denial should also explain procedures under the alternative dispute resolution options.

For further information, please contact Tammy Lusk, Esq., ACT-9, (609) 485-4814, Jay Fox, Esq., ACT-7, (609) 485-8232, The Disability Resource Center, (202) 493-0625, or PWD Program Managers, Ken Stroud, (609) 485-6565, Sam Wilson, (609) 485-6249.



Objective: Inform managers and employees within the Lines of Business (LOB) and Staff Office (SO), regions, and centers of the Section 508 standards and requirements necessary to implement, comply and institutionalize Section 508 of the

Rehabilitation Act of 1973 within the Federal Aviation Administration (FAA).

Federal Mandate: Section 508 requires managers to provide accessible electronic and information technology (EIT) to employees with disabilities, to enable them to successfully do their jobs and enjoy the same benefits of training and career opportunities that are available to others in the workforce. Also, Section 508 requires managers to provide FAA customers with disabilities accessible EIT to enable them to enjoy the same benefits of the FAA's programs, services and information that are available to others. Managers and employees are required to procure, maintain, develop and use EIT to of the public with disabilities have ensure that Federal and employees access and use of information and data; comparable to that of the employees and members of the public without disabilities-unless it is an undue burden to do so.

Scope of Personnel impacted: Requiring Officials i.e. managers and staff persons with the authority to influence and/or commit Government funds, Integrated Product Teams (IPT) members, Procurement Officials, Contracting Officers, Information Resources Management, Civil Rights, Human Resources, and Legal personnel, Management in the Headquarters, Regions and Centers, Union Representatives, Chief Information Officers, web masters, web developers, and software developers.

***This training is tentatively scheduled
for Technical Center the week of
December 2, 2002.***

For more information, please contact Samuel Wilson, at (609) 485-6249, or Kenneth Stroud, at (609) 485-6565, People with Disabilities.



CIVIL WRITES



What do you know about the EEO Discrimination Complaint Process at the Technical Center?

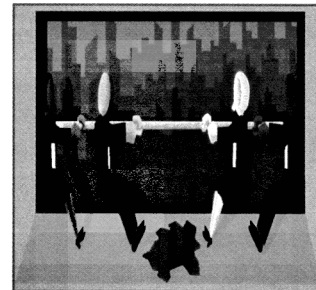
The traditional method for resolving discrimination complaints at the Technical Center is the Equal

Employment Opportunity Commission's (EEOC) administrative complaint process. The definition of resolve in this context is to find the solution or an answer to the issue or problem raised by an employee. Also, the solution or answer must completely satisfy the employee. An employee, now formally referred to as the complainant, enters this process by contacting a collateral (part time) Equal Employment Opportunity (EEO) counselor. The EEO counselor then conducts an initial interview with the complainant and describes the resolution processes available. An informal resolution is attempted. If an informal resolution is unsuccessful, the complainant may file a formal complaint. This filing results in a full investigation taking place. An investigator who works for the Departmental Office of Civil Rights conducts this investigation. The investigator reviews documents and takes depositions from the complaint, witnesses, and anyone else he or she thinks is pertinent. Once the Report of Investigation is complete, the complainant has the option of requesting an agency decision or a hearing before an EEOC Administrative Judge. Records indicate that approximately three out of five complainants choose the hearing option. Ninety percent of the hearings are conducted on-site, however, they last for two to four days depending on the severity of the allegations and the number of witnesses to be called. There are appeal processes and under certain circumstances the complaint can be filed in federal district court.

The EEO Discrimination Complaint Process is expensive. The FAA is in the process of initiating a cost accounting system so that the "cost of doing business" can be more accurately determined. Consequently, the exact cost of processing an EEO complaint is not known. However, estimates range as high as \$50K to process a single complaint from the informal stage through the final adjudication (FAA National Employee Forum, July 2000).

Mediation is an intervention conflict resolution process that is used to promote reconciliation, settlement, or compromise between conflicting parties. The major advantages of mediation include reduced costs, effective when used, the disputants control outcome, confidentiality, and the process avoids antagonism. Want to know more? Please contact Vienna Drago at (609) 485-5730.

Mediation



Vienna L. Drago,
ACT-9,
is available to
speak at All Hands
Meetings on the
benefits of using
mediation to
resolve
conflicts at the
lowest level
possible.

Please contact her
at (609)
485-5730/6675
or via cc:mail
with the
date and time
of your next
All Hands Meeting.



Disability Resource Center

The Disability Resource Center, Department of Transportation, Washington DC can provide for reasonable accommodations for employees and the cost is paid by the Disability Resource Center. Please call (202) 493-0625 or TTY: (202) 366-5273 or assistance. You may also visit their Website at www.drc.dot.gov. For more information you can call Kenneth Stroud at (609) 485-6565 or Samuel Wilson at (609) 485-6249, People with Disabilities Co-Program Managers or the Civil Rights Staff, ACT-9 at (609) 485-6675.



"CIVIL WRITES" NEWSLETTER



Performance Management Reporting System (PMRS)



**Deadline is
December 20, 2002**

If you have any suggestions for an article or would like to submit an article, please cc:mail Kimberly B. Tweedle or write:
FAA William J. Hughes
Technical Center
Ms. Kimberly B. Tweedle
or Mrs. Tammy Lusk
Civil Rights Staff, ACT-9
Atlantic City
International Airport,
NJ 08405

E-mail:

kimberly.tweedle@faa.gov

Tammy.lusk@faa.gov



The PMRS provides valuable FAA Equal Employment Opportunity demographics in summary form, by lines of business, and also by region/centers as generated by the Consolidated Personnel Management Information System. Most of the charts used in this newsletter were taken from the PMRS.

On a quarterly basis, each organization will be able to track its progress in addressing employee under representation and assess the impact of our workforce employment initiatives. PMRS also includes trend data. You can access the PMRS on the FAA intranet web site at:

<http://pmrs.faa.gov/index.htm>

The default browser is Microsoft Internet Explorer. First time users will need to load the system on their computers by following the instructions on the web site.



Sprint Relay offers FREE LONG DISTANCE RELAY CALLS to anyone, anywhere, anytime.

How? You have two choices: 1. INTERNET RELAY: For FREE long distance relay calls on Internet, go to <http://www.sprintrelayonline.com> <<http://www.sprintrelayonline.com/>> .

2. PREFER VIDEO RELAY? Sprint Relay has teamed up with CSD to provide VRS! Try using FREE video relay at <http://www.usavrs.com> <<http://www.usavrs.com/>> .

Want more information? See our E-Cards!

Click <http://www.sprintbiz.com/relayonline> for Internet relay service or click <http://www.sprintbiz.com/bsgpromo/vrs.html> for video relay services.

CIVIL WRITES



Transportation Security Administration(TSA)
EEO New hotline/online service



FAA WILLIAM J. HUGHES
TECHNICAL CENTER'S
Civil Rights Staff, ACT-9



TSA has established an EEO online/hotline
service to address EEO Internal concerns.
TSA Employees and applicants

Address:

Transportation Security Administration
TSA-6 (ATTN: Arlene E. Austin)
400 Seventh Street Southwest
Washington, DC 20590

Toll-free EEO Hotline: 1-877-336-4872
(1-877-EEO 4 TSA)

Online reporting:
<http://www.zt-inc.com/complaint>

Thank you!



Richard Newman
Civil Rights Officer
(609) 485-6675

E-mail:
richard.newman@faa.gov

Tammy Lusk
Equal Employment
Opportunity Specialist
(609) 485-4814

E-mail:
tammy.lusk@faa.gov

Kimberly B. Tweedle
Administrative
Support Assistant
(609) 485-7454 (TTY)
Extension for 711 (Relay Service)

E-mail:
kimberly.tweedle@faa.gov

Vienna L. Drago
Equal Employment
Opportunity Assistant
(609) 485-5730

E-mail:
vienna.drago@faa.gov

Lee Whilden
Computer Specialist
(609) 485-6729

E-mail:
leon.whilden@faa.gov



LET'S TALK !



IF YOU WOULD LIKE TO DISCUSS EQUAL EMPLOYMENT
OPPORTUNITY ISSUES WITH RICHARD NEWMAN,
CIVIL RIGHTS OFFICER, YOU MAY CONTACT HIM
AT (609) 485-6675 OR VIA CC:MAIL

EMAIL: RICHARD.NEWMAN@FAA.GOV

CIVIL WRITES

FAA William J. Hughes Technical Center Mediators



FAA William J. Hughes Technical Center Resource Library Lists



*Al Cannizzaro, ACT-10
(609) 485-6627

Butch Dansby, ACT-70
(609) 485-6651

Bill Dawson, ACT-73
(609) 485-8508

Lou Diorio, ACT-601
(609) 485-4429

*Vienna Drago, ACT-9
(609) 485-6675

Al Jefferson, ACT-230
(609) 485-7390

**Tammy Lusk, ACT-9
(609) 485-4814

Pat McKernan, AOS-530
(609) 485-6224

Al Oswald, ACT-300
(609) 485-7170

Nancy Proctor, ACT-230
(609) 485-6826

Roger Sherry, AOS-420
(609) 485-5924

Rosanne Weiss, AAR-424
(609) 485-4370

**Leon Whilden, ACX-20

*Cheryl Wilkes, ACT-9
(609) 485-6676

*Leona Wilkes, ACT-9
(609) 485-8897

**All Mediators with these exceptions
have had 40 hours (basic, plus fresher
classes). These mediators have had
24 hours of training.

*Also Serve as ERS Mediators



You may request training videos from the Civil Rights Office, ACT-9
at (609) 485-6675, The Diversity, Ray Stover, ACT-1A at (609) 485-4404,
and The Diversity, Rosanne Weiss, AAR-400 at (609) 485-4370

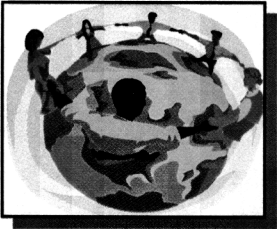
This issue's recommendations are:

Video:

- ⇒ The Communication Revolution, (ACT-1A)
- ⇒ ADR Mediation, FAA Office of Civil Rights, 30 min, (ACT-9)
- ⇒ Coping with Change in the High-Tech Environment, (ACT-1A)
- ⇒ One DOT Working better Together, 18:00 min, Closed Caption, (ACT-9)
- ⇒ Self Directed Teams, 1:10 min, (ACT-1A)
- ⇒ Do We Speak the Same Language? 20 min, (AAR-400)
- ⇒ Double Standards in Performance Appraisals, 20 min (AAR-400)
- ⇒ Gay Issues in the Workplace, 23:30 min, (ACT-9)
- ⇒ The Accountability Board Process, 16:00 min, (ACT-9)
- ⇒ Why can't We Attract & Keep People of Color? 20 min (AAR-400)
- ⇒ Will My Mentor Make A Difference? 20 min (AAR-400)
- ⇒ Framing the Future, 26 min, (ACT-1A)
- ⇒ Is It The Cement Ceiling or Is It Me? 20 min (AAR-400)
- ⇒ The Fatal Interview (recruiting people of color) 20 min (AAR-400)
- ⇒ Disability Accommodations, 2 hrs (ACT-9)
- ⇒ Reprisal, 45 min (ACT-9)
- ⇒ Windows of Change, 25 min (ACT-1A)
- ⇒ Managing Diversity, 23 min (ACT-1A)
- ⇒ What about me, 20 min (AAR-400)
- ⇒ Old School vs New School, 20 min (AAR-400)
- ⇒ The fatal Interview, 20 min (AAR-400)

CIVIL WRITES

William J. Hughes Technical Center Diversity Council



The Diversity Council is part of a continuing effort to communicate diversity information across a wider spectrum of the Technical Center population and to define Diversity and why it is so important.

Diversity simply stated, is the awareness of people of different backgrounds not only working together successfully, but also being able to appreciate their differences. The primary goal is not to have a visually diverse workforce, but a productive workforce whose composition is diverse across a wide spectrum. It also requires that we recognize not only peoples' differences but also their similarities. Respect and dignity for our fellow workers and the ability to express his or her own individuality is a fundamental issue of diversity. Our commitment is to create an environment where people can do their best work, and that means building a global organization in which differences are respected and valued. These differences create successful relations for ourselves and with our clients. The FAA believes in fostering an environment that offers the greatest opportunity for everyone, ensuring the full utilization of the work force while reducing barriers to opportunity.

The Diversity Council meets every Wednesday from 10 a.m. to 11 a.m. Among the many tasks of the members is to act as diversity advocates and also as a liaison for their respective organization.

Please regularly read the Diversity Bulletin Board for the latest Diversity issues and to help increase your knowledge base in Diversity. For more information concerning Diversity, contact Rodger A. Mingo, ACT-1A, at 609-485-6489 or Raymond Stover ACT-1A, at 609-485-4404.

We are in for an exciting time and we are looking forward to hearing from you on diversity topics.

FAA WILLIAM J. HUGHES TECHNICAL CENTER'S UNION OFFICIALS

NFFE Local 1340 - Lucien W. Dansby, ACX-060, (609) 485- 6651

AFGE Local 2335 - Harry Krumaker, ACX-044, (609) 485-8640

AFGE Local 200 - Robert Schwartz, AOS-420, (609) 485-6157

FAA WILLIAM J. HUGHES TECHNICAL CENTER'S EMPLOYEE ASSOCIATIONS

APAC - Asian and Pacific American Coalition
President - Paul W. Tan, D.Sc,
AAR-450
(609) 485-6665

GLOBE - Gay Lesbian or Bisexual Employees
Director - Rosanne Weiss,
AAR-424
(609) 485-4370

***NAAN - National Native American/Alaska Native Coalition of Federal Aviation Employees Representative**
Stephen F. Beamer, ACB-720
(609) 485-5823

***NCFEAD - National Coalition of Federal Aviation Employees with Disabilities Representative Vacancy**

NBCFAE - National Black Coalition of Federal Aviation Employees
President
Kenneth W. Hitchens, ACX-51
(609) 485-6125

NHCFAE - National Hispanic Coalition of Federal Aviation Employees
President - Magda Colon,
ACB-540
(609) 485-8040/6910

NSBE - National Society of Black Engineers
Jamaal Lipscomb,
ACB-730
(609) 485-7812

TWO - Technical Women's Organization
President - Marie Sharpe,
AOS-400
(609) 485-6954

*Currently, there is no local chapter.

Mr. Stephen F. Beamer is the FAA William J. Hughes Technical Center's Representative for the Coalition.

Art & Photo Contest ! In the Atrium



Portray your idea of

“Diversity At the Technical Center”

Through Art and/or Photos



*Entries on display for voting
from Jan. 21-24, 2003*



*Entries accepted from
12/2/02 to 1/10/03*



Categories:

Sculpture, Painting,
Color & B/W Photos,
Computer Generated Art



Contact jennelle Derrickson at x5096
or your Diversity Council Rep. for info.

See our web page for details
Intraweb/programs/diversity

Show us *your* version of
Diversity at the WJHTC

Sponsored by the WJHTC Diversity Council



COMMUNICATION WITH THE DEAF:

SOME QUICK DO'S:

1. Look straight at the Deaf, speak clearly, but don't needlessly holler and embarrass them
2. Learn the deaf person's name, &/or the "sign" for their name
3. Maintain eye contact with the deaf while talking, or signing
4. If needed, don't be afraid to write back and forth. Many Deaf must do this all the time.
5. Be sure and include deaf people in group conversation. They don't like being left out any more than you do.

SOME QUICK DON'T'S:

1. Don't cover your mouth when speaking, or turn another way and keep talking. They need to watch your mouth.
2. Don't ever refer to the deaf as "Deaf and Dumb", "Deafies", or as disabled. The best way is just to refer to them as "Deaf". Some terms are highly offensive to the Deaf.
3. Don't treat the Deaf as on a lower level -- like children, or incapable of thinking or acting normally. They can't hear, but their minds work like the minds of hearing people. Treat them as equals.
4. Don't stare at the Deaf, or ridicule them. They are sensitive to social graces, too.
5. Don't try to be over-helpful. Be natural, and watch for unoffensive ways to help.

FAA WILLIAM J. HUGHES TECHNICAL CENTER'S SPECIAL EMPHASIS PROGRAMS

FWP- Federal Women's Program: *Program Manager, Carolyn Pokres,*
ACX-020 (609) 485-8944

HEP- Hispanic Employment Program: *Program Manager, Anthony Rodríguez,*
ACB-820, (609) 485-5396

PWDP- People With Disabilities Program: *Co-Program Mangers, Kenneth L. Stroud,*
ACH-001 (609) 485-6565, and Samuel L. Wilson, ACB-820, (609) 485-6249

CIVIL WRITES**FAA WILLIAM J. HUGHES TECHNICAL CENTER'S
OFFICE OF CIVIL RIGHTS, ACT-9****EEO COUNSELORS - NOVEMBER 2002**

NAME:	TELEPHONE NUMBER:	ORGANIZATION:
Yulanda L. Beale	(609) 485-5218	ACB-820
James L. Crawford	(609) 485-8626	ACX-051
Luci Holemans	(609) 485-6590	ACB-540
Carolyn S. Pokres	(609) 485-8944	ACX-020
Alanna B. Randazzo	(609) 485-5298	AOS-540
Baxter R. Stretcher	(609) 485-5341	ACB-630
Kenneth L. Stroud	(609) 485-6565	ACH-001
Merkia J. Weathers	(609) 485-5224	ACB-710
Samuel L. Wilson	(609) 485-6249	ACB-820

Federal Law prohibits discrimination against employees and applicants for Federal employment or job opportunities on the basis of race, religion, color, sex, national origin, age (over 40), handicap (physical or mental), or reprisal.

Federal Law prohibits restraint, interference, coercion, discrimination, or reprisal against persons who pursue discrimination complaints, against their representatives, or because of opposition to unlawful discrimination.

An employee or applicant who believes that he/she has been discriminated against, must first consult with an EEO Counselor within 45 calendar days of the incident, or if a personnel action, within 45 calendar days of its effective date.

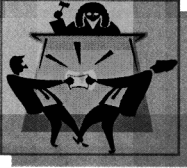
An employee or applicant who wishes to be an agent for a class of present and/or former employees or applicants and who believes he/she has been discriminated against, must first consult with an EEO Specialist, Civil Rights Staff, ACT-9, within 45 calendar days of the matter or, if a personnel action, within 45 calendar days of its effective date.

Effective March 7, 1998, non-bargaining unit employees may file a complaint of discrimination based on Sexual Orientation. This may be initiated through contacting an EEO Counselor within the same timeframes described above. This is not Federal Law. These new procedures are pursuant to the Secretary's Equal Employment Opportunity Policy Statement and were issued by the Department of Transportation on November 7, 1997. Bargaining Unit Employees that feel they have been discriminated against based on Sexual Orientation should contact their designated unions for information on the grievance process.

If you have any questions regarding the Discrimination Complaint Process, please contact a member of the Civil Rights Staff, ACT-9, at (609) 485-6675.



Executive Order 13160 Outreach Materials by Tammy Lusk, ACT-9



Executive Order 13160: Nondiscrimination on the Basis of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent in Federally Conducted Education and Training Programs

On June 23, 2000, the President signed Executive Order 13160 prohibiting discrimination in federally conducted training programs. This Order is intended to supplement existing laws and regulations already in place. However, the order does specifically exclude certain populations and training programs from the terms of the order. Excluded are programs specifically and lawfully designed for a particular group of people, members of the armed forces, affirmative action programs and age-based admissions if for reasons related to health or national security.

Any person believed to be aggrieved by a violation of the order can file a complaint. Complaints filed under both this Executive Order and existing EEO laws should be consolidated and adjudicated under the relevant EEO statutes. If a person initially files a complaint under this Executive Order and then later wants to file another related EEO complaint, the two should be consolidated and transferred.

If you feel you have been discriminated against in a federal training program you must file a complaint within 180 days of the discrimination, however, for an EEO case the complaint must be within 45 days. A complaint should include your name, address and phone number. The complaint should also address whether you are a federal employee and whether involvement in the educational program was related to your employment. Also needed is a description of the discriminatory conduct in detail to inform the agency as to the nature and approximate date of alleged violation. Finally, the COMPLAINT MUST BE SIGNED.

For employees at the WJHTC, the complaint should be sent at this time to:

**Tammy J. Lusk, EEO Specialist
Civil Rights Office, ACT-9
William J. Hughes Technical Center
Atlantic City Airport, Atlantic City, NJ 08401
(609) 485-4814**

At this time, formal procedures for handling these complaints are still in development, however, the following guidelines below must be met.

Upon receipt of complaint, the investigating office considers whether the complaint is complete and timely or whether it should be consolidated. Additional information may be required. Cases may be dismissed if the complainant fails to provide additional information within 30 days.

If an informal resolution cannot be reached within a reasonable period of time (generally 45 days), you should initiate a formal investigation. The complainant should be notified of the formal investigation. The investigation should only take 180 days to complete and a report written. The report may make recommendations for any corrective and or remedial actions and be sent to the appropriate agency official. If there has been a determination that no violation has been made, a copy of the report is sent to the complainant and the respondent as well as the agency official.

The appropriate agency official has the authority to order corrective and or remedial actions, where appropriate. Complainant is entitled to all appropriate non-monetary, equitable relief such as placement in the next available educational program, development of an individualized training opportunity, cancellation of an unwarranted personnel action or the expungement of adverse materials from agency records, awarding of certificate, etc.

For further information on this Executive Order, please see the guidance materials provided online at <http://www.usdoj.gov/crt/cor/13160> or request a copy from an EEO counselor or the Civil Rights Office.